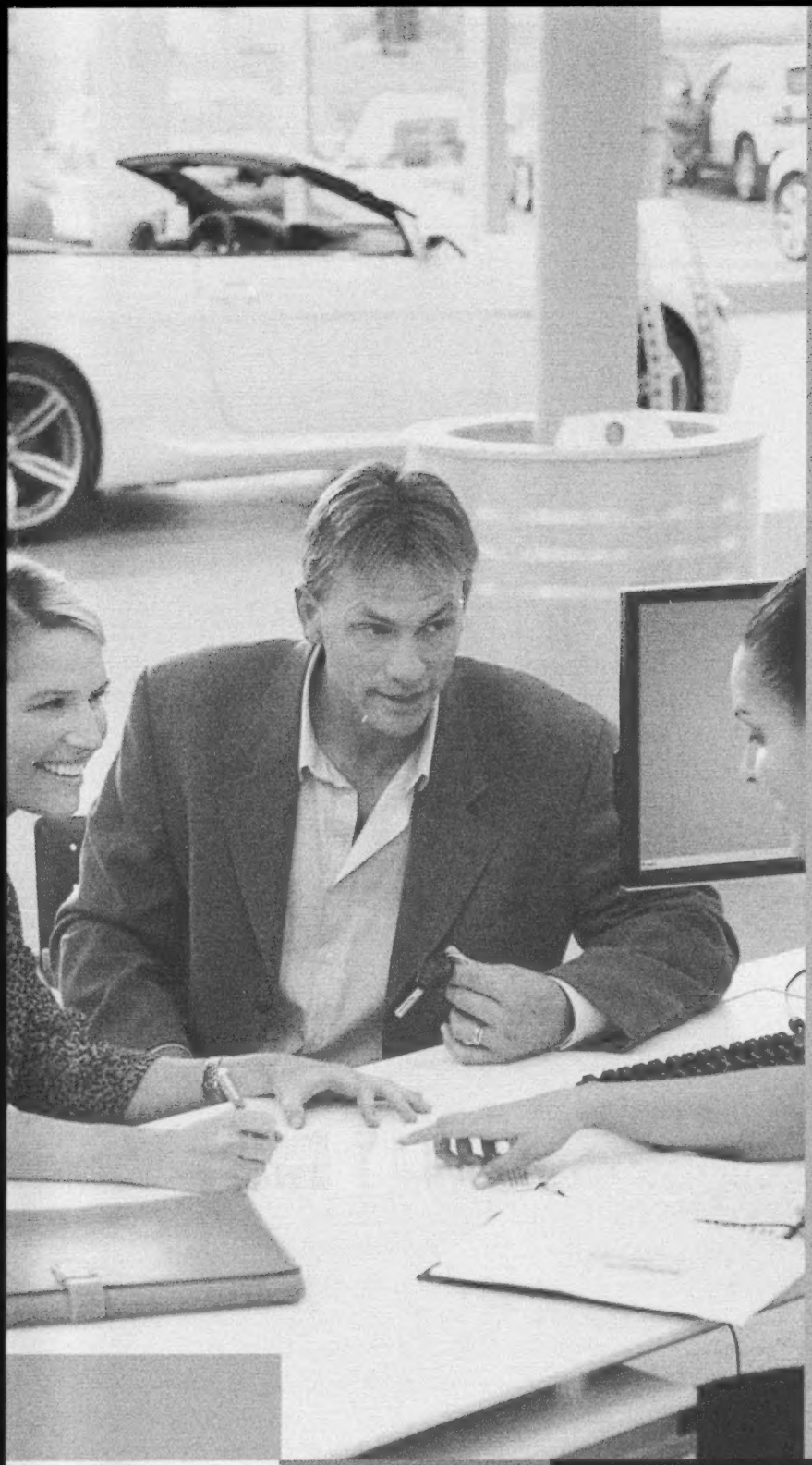


Motor
Vehicle Sales Authority
of British Columbia

Annual Report 2012

Introduction

The Motor Vehicle Sales Authority of British Columbia (VSA) is a regulatory agency authorized by the provincial government to administer and enforce the Motor Dealer Act and portions of the Business Practices and Consumer Protection Act, as it relates to the sale of personal-use motor vehicles.

As a not-for-profit organization, the VSA is led by an eleven-member Board of Directors of vehicle sales industry representatives, government appointees and members of the general public. Incorporated under the Society Act of B.C. as the Motor Dealer Council of British Columbia, the agency operates under a delegation agreement with the provincial government.

Vision

A professional motor vehicle sales industry serving responsible consumers

Mission

Continuing to build a successful motor vehicle sales marketplace through education and compliance

Values

INTEGRITY

SERVICE

EFFECTIVE COMMUNICATIONS

LIFELONG LEARNING

TEAMWORK

FISCAL RESPONSIBILITY

Key Objectives & Strategies

The VSA has five key objectives with strategies that support each of them:

Informed and Responsible Consumers

Strategies

- Increase awareness of the VSA with the general public within British Columbia
- Cost effective delivery of consumer awareness programs

Educated and Compliant Industry

Education Strategies

- Continue required professional development programs for licensed salespeople
- Deliver relevant and timely information

Compliance Strategies

- Proactively ensure compliance
- Reactively ensure compliance

Stakeholder Involvement and Support

Strategies

- Develop successful relationships with identified stakeholder partners
- Coordinate projects and initiatives
- Effective communication strategies

Government Support and Effective Legislation

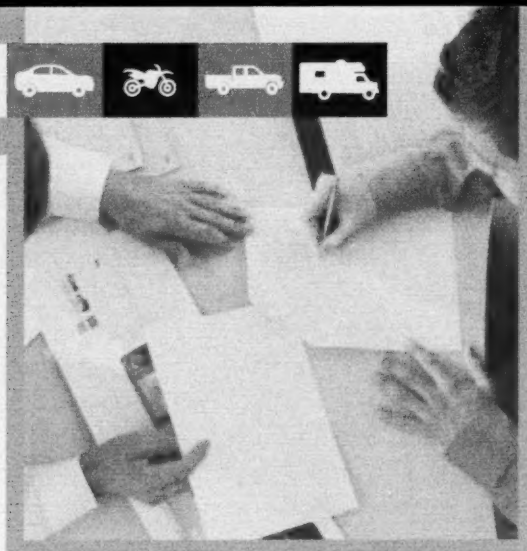
Strategies

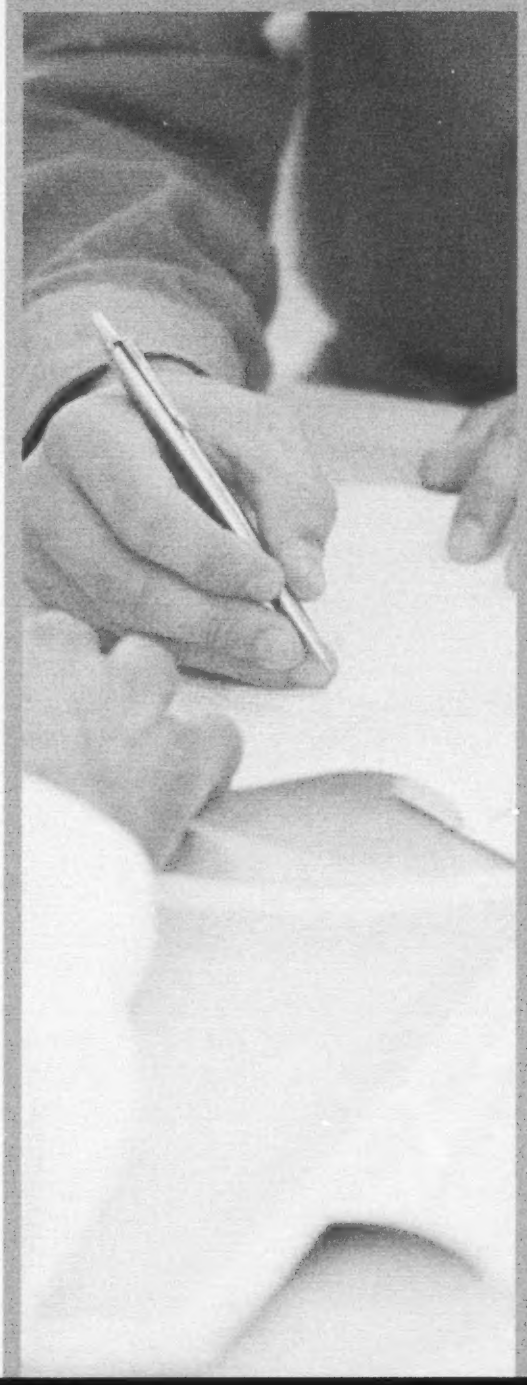
- Maintain successful relationship with British Columbia government
- Continue to improve the regulatory environment

High Performance Organization

Strategies

- Effective planning
- Professional and engaged staff
- Effective operations and fiscal management
- Adequate facilities
- Effective information technology





Message to Minister

Honourable Shirley Bond
Minister of Justice
Victoria, BC

Dear Minister:

On behalf of the Board of Directors, the Registrar, the management and staff of the Motor Vehicle Sales Authority of British Columbia (VSA), it is a privilege for me to present the Annual Report for the year ending March 31, 2012.

Originally established as the Motor Dealer Council of British Columbia, the VSA was formed in 2004 as a delegated administrative authority that would regulate the motor dealer industry both legislatively and administratively by:

- Delivering public services for consumers and industry
- Administering and enforcing the Motor Dealer Act and the Business Practices and Consumer Protection Act as it relates to the retail sale of motor vehicles

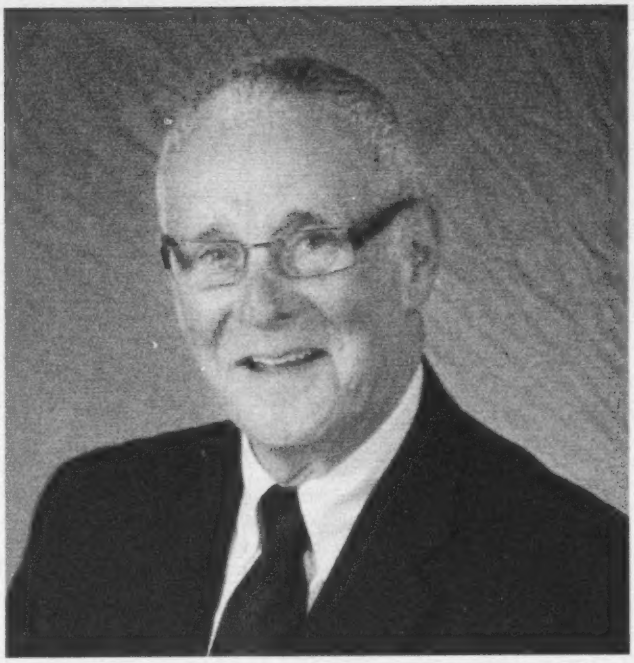
The VSA continues to build a successful motor vehicle sales marketplace through education and compliance, upholding the framework of a professional industry and encouraging responsible consumers.

As a not-for-profit organization, the VSA is led by an eleven-member Board of Directors of vehicle sales industry representatives, government appointees and members of the general public.

Sincerely yours,

Graeme Roberts
Chair

Chair's Message



This 2012 Annual Report finds the Motor Vehicle Sales Authority of British Columbia, having completed nearly eight years of operation. The report also marks the close of my third year on the VSA Board of Directors as a member at-large, including two years as Chair.

The past twelve months have been what might well be considered as a significant juncture and turning point. Under the leadership of Ken Smith, founding President and Registrar, an organization with professional staff, dedicated to implementing and carrying out policies based on our legislated mandate was put into place. Despite many goals being achieved, frustrations voiced by industry stakeholders became very evident. A challenge was placed to the Board of Directors with their diversified interests, skills, knowledge and experience to address these concerns.

I am pleased to report that the year has concluded with a number of these being addressed. Circumstantial timing precipitated action involving a change in leadership and specific organizational re-structure. The notice in November by Ken Smith of an earlier than anticipated retirement brought about the engaging of a recognized British Columbia firm, experts in executive personnel selection and placement. A decision was made to appoint our Deputy Registrar, Ian Christman, as Registrar. It is my belief that the President and Registrar playing two distinct and separated roles will help further the original vision of an open and respected motor dealer industry, a self-managed governing body working with government embracing regulatory safeguards for the consumer.

Interviews with prospective candidates for the position of President were ongoing at the end of the fiscal year. Subsequent to fiscal year end, Jay Chambers, formerly General Manager of the British Columbia Liquor Distribution Branch, was appointed President effective July 9, 2012.

Other key challenges remain to be addressed. We will continue to work diligently with the Provincial Government emphasizing the need to bring about a fair and equitable formula in terms of funding, such burden presently borne entirely by the industry. Despite innovative partnerships and joint initiatives with other agencies, the identifying and prosecution of and penalties dealt out to curbers, those engaged in the sale of vehicles without a licence, must remain a key priority. In this regard, specific changes in legislation are required and strong representation to government at both the local M.L.A. and Cabinet levels is an important objective.

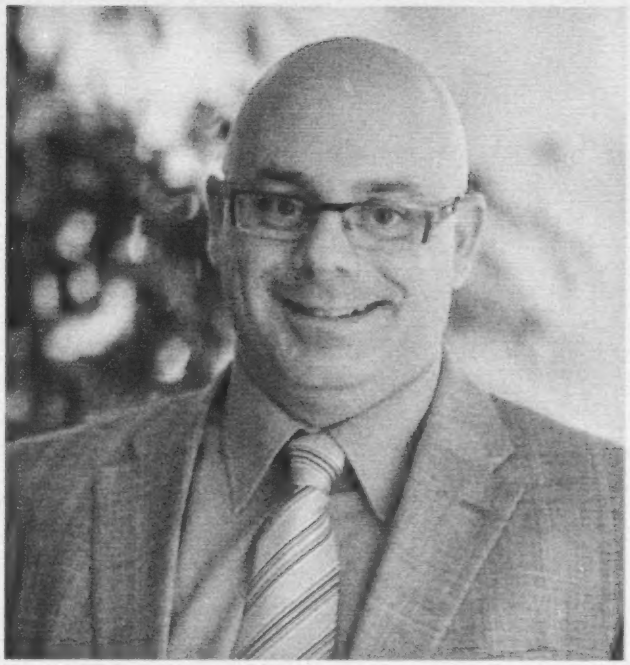
As Chair, a person with a long term automobile background and fond attachment to the vehicle sales industry, I have not wavered in my commitment to work wholeheartedly and diligently with all VSA stakeholders, the Automobile Retailers Association, the New Car Dealers Association, the Recreational Vehicle Dealers Association, the Provincial Government, our Board of Directors, and management and staff to achieve the goals that have been set.

I am encouraged to believe that fairness, common sense and the best interests of those whom we collectively represent and serve will prevail.

Sincerely,
Graeme Roberts
Chair

Message from the Registrar

Moving forward and finding value



The decision to separate the President and Registrar roles has provided an opportunity to look back at where the VSA came from and look at where it needs to go. When the VSA was created in 2004, the government gave it the task of administering the Motor Dealer Act. For the first time in British Columbia this included licensing motor vehicle salespeople and providing them with training. In 2006, government added the responsibility to administer a relatively new piece of legislation, the Business Practices and Consumer Protection Act.

In the past eight years, the VSA has been focused on understanding those laws, educating the industry about those laws, setting up processes to meet government and industry demands and expectations – all the while continuing to answer the call from consumers to review their complaints. It has not been an easy eight years and sometimes those expectations were not met. It is important to learn from these shortfalls.

The VSA has reached a turning point in its evolution. It has matured. It has grown into the mandate government established. It has created processes to meet that mandate in a fair manner and continues to look for better and more cost-effective ways to do so. It has recognized the value of seeking compliance before problems occur. The VSA prefers to prevent problems through dialogue and education. However, it remains ready to respond in appropriate circumstances with all the regulatory tools at its disposal.

This evolution from enforcement to compliance is reflected in the dramatic decrease in formal compliance actions. For example, there were more than 60 hearings before the Registrar in 2008. This year there were just 20 hearings, mostly contested licensing applications. This is a reflection not only of the work the VSA is doing, but the work and commitment from the industry.

The past year has seen the start of a change in leadership at the VSA, with the announcement of the retirement of President and Registrar Ken Smith as of April 30, 2012, and my appointment as Registrar on March 1, 2012. Internally, the VSA embarked on restructuring some of its departments, and reassigning some of its personnel. We believe the benefits are already materializing.

The next chapter for the VSA is to engage the industry and consumers in dialogue about their respective rights and obligations. We need to better understand the issues faced by the industry and be available to provide guidance and flexible options in complying with legislation. Of equal importance is the need to educate consumers about how to buy motor vehicles responsibly, particularly the perils of buying from unlicensed and unregulated persons. The VSA needs to be seen as a resource for industry and consumers alike.

On a final note, the purpose of regulation is to keep everyone on the same road following known guidelines to successfully achieve a goal. This cannot occur without the cooperation of all participants. The value the VSA provides is the means to gain that cooperation so that we reach our goal. The goal of the VSA is that the citizens of British Columbia are confident in the vehicle sales industry.

Sincerely,
Ian Christman
Registrar

Licensing

This past year saw an increase in dealer group consolidations and a growing trend of owner retirements. The licensing department has worked diligently to expedite these consolidations and changes in ownership, while completing the necessary due diligence.

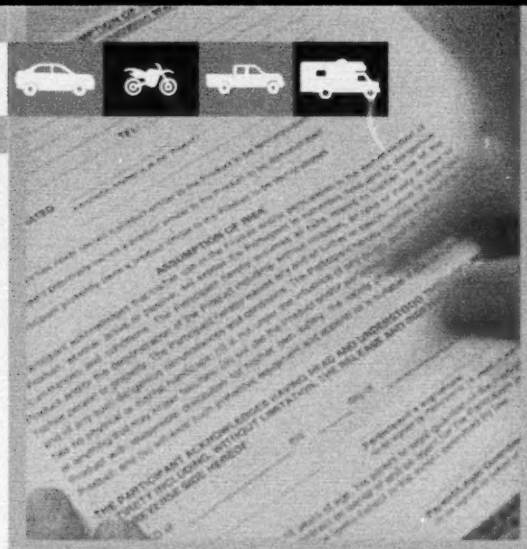
The resistance to the Level II Certification Course eased off this past year. The industry responded positively to the Level II course and word has spread that the course provides good value. Many salespeople signed up for the Level II course well before their deadline dates, alleviating the licensing department's burden.

Representatives from the New Car Dealers Associations (NCDA), Recreational Vehicle Dealers Associations (RVDA), and the Automotive Retailers Association (ARA) continued to contact the Manager of Licensing regarding licensing issues involving their association members. This ongoing communication allowed the three associations to better assist their members with any licensing concerns. It also became an invaluable way for the VSA to assess the impact of its licensing policies and procedures to identify better and quicker ways to deliver services.

This past year saw significant growth in the number of off-site sale requests. The licensing staff was proactive in assisting dealerships applying for off-site sale permits. In recognition of charitable work of British Columbia dealers, the VSA created an off-site fee waiver program for dealers displaying and promoting vehicle sales for charitable purposes.

	2012	2011
Dealer licences processed and issued	1456	1552
New dealer applications	73	93
Dealer renewals processed	1383	1459
New salesperson applications	1157	1308
Salesperson renewals processed	5614	5557
Salesperson licences currently issued *	6774	6776
Dealer licences currently issued*	1445	1474

*NOTE * (summer 2011/2012 totals)*



Compliance

The compliance team had a very busy year due to the increased number of complex investigations. Mergers and the increase in dealer groups have shown both benefits and burdens for the compliance department.

Dealer groups can be beneficial, as there is a centralized person to interact with and the message is received by all the dealers. The burden arises if there has been non-compliance due to an erroneous business process. In those circumstances, that process is usually dealer group-wide, causing an increase in the number of affected consumers and complaints. This leads to more individual investigations. Overall, however, dealing with a dealer group is easier.

A new position was created at the VSA called the Compliance Support Officer. This position assists compliance officers with outstanding inspections and certain aspects of an investigation. This allows a Compliance Officer to focus on their investigative skills.

The "report-a-curber" program was beneficial in identifying prolific curbers (unlicensed dealers). The introduction of proactive investigations has enabled efficient and cost-effective enforcement in this area. Several curbers were re-licensed as salespersons, bringing them back into the industry and into compliance. The industry itself is assisting in controlling curbers by cutting off the supply of vehicles, making it harder for curbers to obtain product to sell. The VSA continued to work with provincial agencies, municipalities and the Canadian Revenue Agency on the issue of curbers.

Compliance officers reported an increase in calls from the industry seeking advice before any formal complaints are filed. Some call before instigating a new business process to obtain guidance on proper compliance. This type of cooperation is going far to reduce the need for formal compliance action.

The compliance team continues to develop relationships with various agencies that assist us in our investigations. As a result, joint investigations have occurred. This has increased the understanding of our industry within these agencies, which will be of benefit going forward.

Learning

The current year saw few course changes, other than content updates and corrections, to Level I and Level II Salesperson Certification Courses. The courses continue to provide valuable interaction for the VSA with both new and experienced members of the industry. Facilitation and classroom resources were provided by three experienced facilitators and VSA staff, including the Registrar and regional compliance officers.

Education remains a primary strategy for reaching the VSA goal of compliance. The courses provide a comprehensive foundation in relevant legislation and its application in day-to-day situations. With a history of over 20,000 consumer enquiries and nearly 5,000 investigations to draw on, both courses are experience-based, not theoretical.

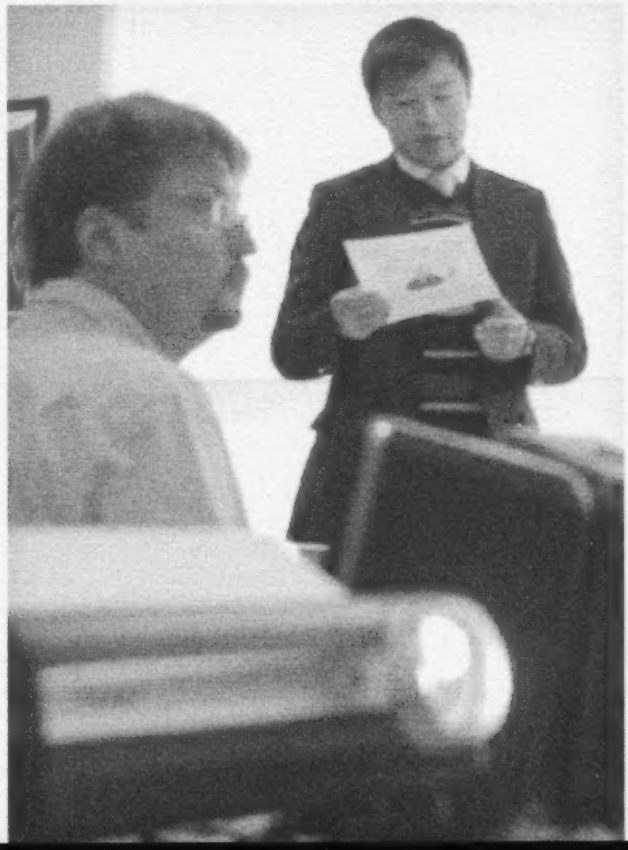
The web-based Level I option successfully served participants from outside the Lower Mainland and the Greater Victoria region again this year. Failure rates remained lower and overall test scores slightly higher for the web-based classes. Evaluations for both classroom and web-based formats continued to be positive.

Ongoing Level II classes provided an opportunity for the Registrar to meet in person with industry veterans from across the province. The curriculum is grounded in best practices acquired from real world examples, including strategies on how to limit dealership risk and enhance professional conduct.

	Level I	Level II
Number of Classes in 2011-2012	**52**	**45**
Participants in 2011-2012	**1097**	**1022**
Webinars and class sessions held outside of Metro Vancouver	**24**	**7**

VSA Certification Course Participant Evaluations 2011-2012

	Level I Classroom	Level I Webinar	Level II Classroom
Very Good	64.5%	46.3%	54.1%
Good	30.2%	41.9%	36.5%
Average	4.7%	8.0%	8.4%
Below Average	0.4%	3.0%	0.8%
Poor	0.2%	0.9%	0.2%



Consumer Services

Consumer Services played an important role in continuing to build a fair motor vehicle sales marketplace, with the operations of the department being both reactive and proactive.

The primary department activity remains the consumer enquiry line (accepting and acting upon complaints from the public regarding alleged improper practices.) However, engaging consumers to act responsibly as they participate in the motor vehicle marketplace remains a secondary focus. Whatever the outcome, the dialogue with consumers begins with phone calls and emails reporting problems or asking for help.

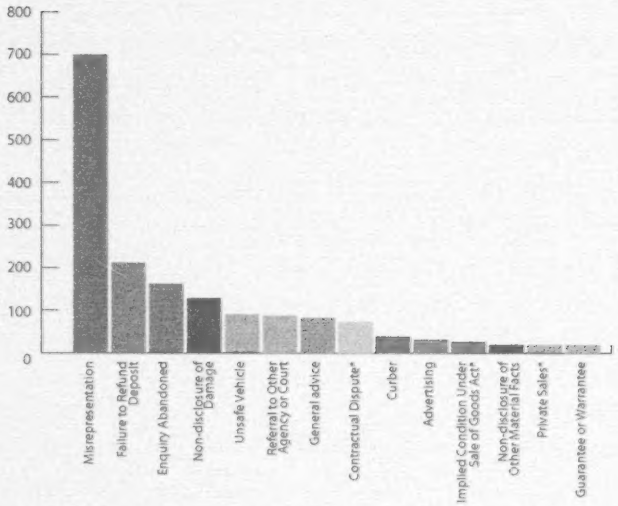
In addition to responding to consumer enquiries, the VSA provides resources to help responsible purchasers make an educated choice. This is done through the VSA website, outreach to diverse communities and partnerships with consumer protection organizations.

In 2011-2012, the Consumer Services team dealt with roughly 1800 enquiries. The top reasons for consumers contacting the VSA remain allegations of loss caused by various misrepresentations. Consumer Services Officers conduct a professional initial assessment of issues involved, communicate with both parties and then select an appropriate action from a broad spectrum of dispute resolution options.

While the volume of initial enquiries is quite high, not all enquiries warrant investigation. Effective case management works to the benefit of all parties involved in a complaint – at all times ensuring timely communication of options and outcomes.

Top 14 Enquiry Types

Fiscal Year 2011-2012



**These enquiries were determined to be outside the jurisdiction of the VSA after initial review*

Breakdown of Consumer Services Enquiries 2011-2012

Motor Dealer Customer Compensation Fund

Established in 1995, the Motor Dealer Customer Compensation Fund (MDCCF) was created to reimburse consumers for eligible financial losses related to the purchase or lease of a motor vehicle, purchase of an extended warranty or service plan, or consignment of a motor vehicle in a transaction with a licensed motor dealer, particularly in circumstances where the dealer is no longer in business. The current maximum amount of compensation that may be awarded is $20,000 per loss.

As a result of significant payouts, the fund is being replenished through mandatory $300 annual contributions from all licensed dealers in British Columbia. The VSA is responsible for the administration of the fund, including collecting contributions, operational support and accounting. As of March 31, 2012, the balance was estimated at approximately $1 million.

During 2011–2012, the VSA received 36 claims, ten of which were handled through the VSA internal dispute resolution system without involvement of the MDCCF Board. Claims against the Fund are adjudicated by the Motor Dealer Customer Compensation Fund Board, an independent administrative tribunal.

During 2011-2012, the Board heard 26 new claims and four reconsiderations. The Board approved 12 claims that resulted in $102,000 being paid to consumers. The original decision was upheld in all four reconsideration requests. The application of recently developed policies streamlined the hearing processes and added structure and consistency to the adjudication.

	2011–2012	2010-2011
Claims adjudicated	26	64
Claims approved	12	42
Amount paid out	$102,000	$246,000
By type of transaction		
Vehicle purchase	23	33
Consignment	0	10
Warranty / service plan	3	21
By vehicle type		
Auto	21	62
RV	0	2
Motorcycle	5	0
By dealer in business / not in business		
In business	1	10
Not in business	25	54

Access to Information

The VSA is a public body under the Freedom of Information and Protection of Privacy Act. It must be responsive to requests for access to records it holds. In fiscal year 2011-2012, the VSA processed ten requests for access to records. The requesting parties varied and included other licensing bodies, government, motor dealers and complainants. The VSA has never been investigated by the British Columbia Privacy Commissioner.

Ombudsperson

The decisions made by the VSA are reviewable by the provincial Ombudsperson. The Ombudsperson reviews decisions to ensure a fair process was followed, including clarity and transparency in arriving at those decisions. No complaint to the Ombudsperson was found to be substantiated this year.

Ombudsperson Activity By Calendar Year	2012 Q1 only	2011	2010	2009
Requests for Information	9	21	30	40
Complaints Investigated	2	2	3	2
Unsubstantiated	1	2	1	1
Substantiated	0	0	0	0
Settled	0	0	2	1
Complaints not investigated	0	2	1	4
Ended no benefit to continue	1	1	0	1
Abandoned	0	0	1	1
Withdrawn	0	0	0	1
Information provided	0	1	0	1

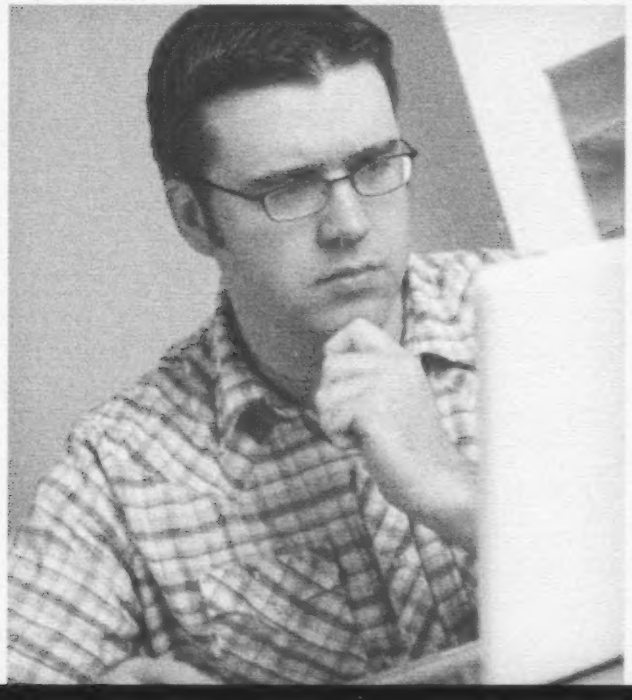
Communications

The primary vehicle for both industry and consumers continued to be the VSA website. With 80% of the website traffic generated by industry activities, improvements based on industry feedback were made at the end of the fiscal year. Changes will continue to be implemented to improve content and usability.

The Level II salesperson certification course remained one of the VSA's most effective communication tools. The course sessions are unique in providing an open two-way conversation about the role of the VSA and evaluation of the agency's efforts.

As in past years, email Bulletins and Dealer Alerts continue to be important tools for reaching dealers and salespeople with targeted and time-sensitive information.

In addition to the consumer sections of the website, strategies for reaching consumers include limited news releases and participation in trade shows and consumer events. The Vancouver International Auto Show remains the cornerstone annual event and drives the development of new ways to engage consumers in conversation. This year saw the successful addition of a Plinko game board to the usual printed materials and participation by more than 20 staff members. Resources developed for the auto show are used throughout the following year.



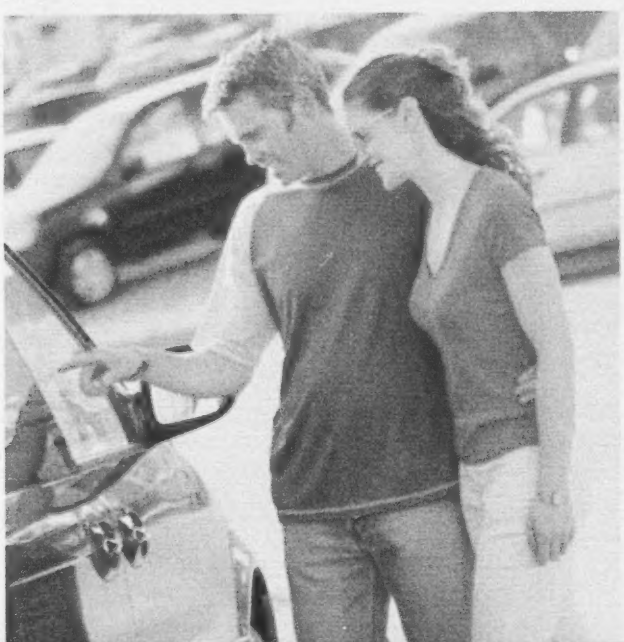
Finance and Administration

The VSA's track record of balanced budgets and modest surpluses continued this year. Licensing revenue remained stable despite uncertainty in the vehicle sale marketplace that mandated conservative budgeting going into the fiscal year. Other revenue sources dipped slightly and expenses continued to grow modestly along with inflation. As a result, gross revenues of $4,706,970 covered all expenditures, leaving a surplus of just $79,699. This very modest surplus was added to a prudent operating reserve.

Highlights of the year included:

- The agency continued to have very strong cash reserves – a necessity given a minimum of $1.6 million in unearned revenue from accrued licence fees
- Licensing fees represented 74% of the agency budget, with administration fees, course revenues and other income making up the balance
- Modest investments were made in information technology and facilities to assist in providing efficient, cost-effective and timely service

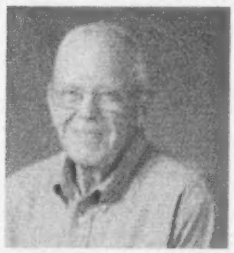
The **2011-2012 Audited Financial Statements** were the first prepared by MNP LLP and reflect a fund accounting presentation for the first time.



Board Members

Jack Bell

Williams Lake, B.C.



Jack Bell, who served for 25 years on the Board of Directors of the Recreation Vehicle Dealers Association of British Columbia (RVDA), was awarded the national industry's greatest honour, The Walter Paseska Canadian RV Dealer of the Year in 2004. Jack grew up on a Saskatchewan farm before moving to Williams Lake in 1966. After several years working in auto parts, collision and auto glass services, he started selling Recreation Vehicles in 1976. This eventually became Chemo RV - a new dealership in Williams Lake in 1981 and a Quesnel branch which opened in 1988. Now semi-retired, he's engaged in moving the Williams Lake operations to new and enlarged facilities at nearby 150 Mile House. Chemo RV is active in sponsoring numerous events throughout the BC Cariboo region, including the famous Williams Lake Stampede, Billy Barker Days in Quesnel, Canada Day music festivals, fishing derbies, four major golf tournaments in the Cariboo and fundraisers for the less fortunate. Chemo RV has donated to the building funds of the civic sports complex in Williams Lake and to the new arena complex in 100 Mile House. Jack and his wife Leslie have a daughter, Heather and a son, Jason, who now runs the business.

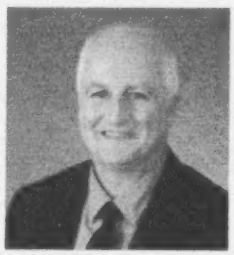
William G. Bullis

Victoria, B.C.

During a 15-year tenure as President and Chief Executive Officer of the British Columbia Automobile Association, Bill Bullis established a new era for the 775,000-member organization. He was instrumental in the evolution of sophisticated governance, dynamic business practices and enhanced member services. In 1995, he brought to the BCAA a vast business background: a former Executive Vice-President of CUC Broadcasting, a diversified telecommunications company with operations in Canada and the UK; various executive positions within the Pillsbury Company, including President of Burger King Canada; and Vice-President, Operations, for the St. Lawrence Sugar Company. He has a Bachelor of Science degree from Whitworth University in Spokane, Washington and subsequently completed the Advanced Management Program at Harvard University. Bill has served on several Greater Vancouver-area Boards of Directors and agencies, most notably Oceans Blue Foundation, an environmental charity; Science World; the BCIT Foundation and the Burnaby Board of Trade. He is married with two children and cites his activities as "family, boating, motorcycle-touring, Nordic skiing, music and reading."

Al Cameron

Parksville, B.C.



A Nova Scotia native who relocated to British Columbia in 1995, joining the Jim Pattison Auto Group in Victoria and Duncan, Al Cameron and his wife Bea founded their own business, Bluenose Motor Co., in Parksville in 2003. A Director of the Independent Auto Dealer's Division of the Automotive Retailers Association, he was proud that his company was voted Parksville's "Small Business of the Year" in 2007. Al says the car business is in his blood, a legacy from a favoured uncle and mentor who operates the largest independent auto dealership in Atlantic Canada. He is currently a member of the Board of Directors of the Parksville & District Chamber of Commerce, an active Rotarian with the Parksville AM Club and a volunteer with Project Literacy. Al and Bea live in Nanaimo with their two children.

John A. Chesman

Secretary-Treasurer

Vancouver, B.C.

John Chesman is the immediate Past-Chairman of the New Car Dealers Association of British Columbia (NCDA), and General Manager of MCL Motor Cars (1992) Inc. He became prominent in British Columbia while serving for 15-years as Vice-President, Finance and Administration, for Northwest Sports Enterprises Ltd. (the Vancouver Canucks). Prior to that, he had been Chief Accountant for Dillingham Corporation and Controller/Treasurer of HB Contracting Ltd. His introduction to the motor dealer industry was with the Jim Pattison Group as Vice-President of the Automobile Division. John's community and charitable pursuits have been with Boys and Girls Clubs of Greater Vancouver (25-years of service, including the Board of Directors); twice President of the Vancouver Golf Club; a founding director of the Canuck Foundation; President of the Surrey Minor Hockey Association; and a coach of both minor hockey and little league baseball. He was awarded the Queen's Jubilee Medal for distinguished public service in 2002. He is married (45 years) with two sons and five grandchildren.

Rebecca Darnell

Langley, B.C.

Rebecca Darnell graduated from UBC Faculty of Law in 1994 and was called to the Bar in British Columbia in May of 1995. She articled with the Ministry of Attorney General in Victoria, BC, during which time she represented the Crown in civil, criminal and administrative proceedings throughout British Columbia and also did a rotation at Legislative Council where she observed and assisted in drafting new and amended legislation. On completing the articling term, Rebecca immediately opened a firm in Langley. That firm has now grown to five lawyers and eight full time staff with a broad practice focus including both solicitor and barrister work. She is very active in her profession and the community. Rebecca was President of the Langley Community Services Society from 2001 to 2008; a Past-President of the Fraser Valley Bar Association; an elected Member of the Canadian Bar Association Provincial Council since 2008; and a Life Member of the Women's Legal Education and Action Fund. She has a special interest in board governance and legislative reform. Rebecca has been a member of the Board of Governors of Kwantlen Polytechnic University from 2004 until 2010; a Board member of the College of Massage Therapists of British Columbia since 2009, a Rotarian since 1995 and a proud supporter of Junior A hockey in Langley.

Michael Faulkner

Vice Chair

Victoria, B.C.

Michael Faulkner is a senior administrator with over 35 years of public service in the fields of finance, secondary and post-secondary education. He was the Corporate Secretary and Senior Financial Officer for Alberta Treasury from 1981 to 1998; a period of significant challenge and change in that province's history. More recently, he was Vice President of Alberta College in Edmonton during its merger with larger post-secondary institutions and then Vice President of Fairview College in Northern Alberta as it merged with the Northern Alberta Institute of Technology. Michael has served on numerous Alberta Government councils and regulatory authorities during his working career. Since retirement in 2004, he has served on Alberta's degree accreditation council, at its inception, and was a Public Member on the board of the Alberta College of Pharmacists. He is an avid and accomplished cyclist and now makes his home in the City of Victoria.

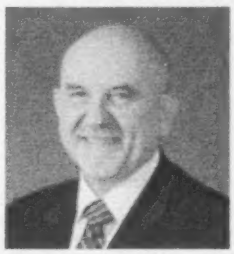
Moray Blair Keith

Delta, BC

Moray Keith is the President of the Dueck Auto Group – 3 General Motors Dealerships of which Dueck Chevrolet Buick Cadillac GMC Limited is the largest in Canada, along with Dueck Downtown and Dueck Richmond. He is a member of the New Car Dealers of BC Board of Directors, and he serves on General Motors Regional and National Marketing Advisory Boards. In addition to sitting on the Board of Directors of the VSA, Moray also serves as a Director of a number of organizations, including the BC Lottery Corporation, the Richmond Oval Corporation, the Vancouver Board of Trade, and is the Chairman of the Delta Police Foundation. He is a Director of the BC Football Hall of Fame, and a Founding Member of the BC Lions Waterboys. He was the Chairman of the 2011 Grey Cup Festival in Vancouver. Moray is the President of the Chiefs Development Group, which built and opened the Prospera Centre Arena in Chilliwack, BC, and the Langley Events Centre in Langley BC. His most current project - The Moose Jaw Multiplex in Moose Jaw, SK opened in September of 2011. Moray is the current Co-Owner of the Chilliwack Chiefs BCHL Hockey Club and is also the proud recipient of the 2010 JCC Sports Personality of the Year Award.

Don Nixdorf, DC

New Westminster, B.C.



Dr. Don Nixdorf has been among Canada's most prominent health professionals for more than a generation, a member of national and provincial agencies and a participant in many studies and Commissions. A Vancouver native and graduate of the Palmer College of Chiropractic in Davenport, Iowa, he has been Executive-Director of the British Columbia Chiropractic Association and the College of Chiropractors of B.C. since 1985. He is also a veteran of countless encounters in all forms of media on behalf of his profession, including his own open-line radio health program, and the co-author of the 2005 book *Squandering Billions*, which analyzed health spending in Canada. Don's work keeps him in frequent contact with health ministers, other professionals, media, insurance companies and community organizations. He currently serves as a medical member on the federal government's Disability Pension Review Tribunal. He and his wife Carol reside in New Westminster.

Graeme Roberts

Chair

Victoria, B.C.

A former Mayor of Nanaimo and among the city's prominent business personalities for more than a generation, Graeme Roberts has served in senior executive and Board of Directors positions for a succession of public and private sector entities, local, regional and national. He is a past Chairman of the British Columbia Public Service Commission and also served on the Boards of Air Canada Jazz, its predecessors and the B.C. Ferry Corporation. He is a former District Governor of his service club organization, Gyro International. Graeme is a member of the Board of Directors of the Victoria Airport Authority. Graeme has recently been appointed as a Lay Bencher by the Law Society of British Columbia. His business background includes the ownership of Toyota and Honda dealerships in Nanaimo. He is a Past-President of what is now the New Car Dealers Association of B.C. Among his private passions has been 20 years of volunteer work in amateur sport for youth, seniors and people with disabilities through the B.C. Games Society. In this cause he has attended close to 60 Games in more than 40 B.C. communities. Graeme and artist wife Kathryn Amisson reside at Brentwood Bay near Victoria.

Michael Stevulak

Victoria, B.C.

Michael Stevulak, the Chairman of the Board of the New Car Dealers Association of BC, is the newest member of the VSA Board of Directors. Michael has been involved in the automotive industry in Victoria for over 25 years and is currently the President and co-owner of Pacific Mazda. Michael has been involved in a number of other business interests and has taught and developed courses in finance and information technology for the University of Victoria and Royal Roads University. Prior to these ventures, Michael was the Manager of Budgets, Cost Control and Regulatory Affairs for BC Gas in Vancouver. Michael was nominated for the Canadian Business Entrepreneur of the Year Awards in 1994. Michael knows the management issues of businesses, large and small, and not-for-profit organizations.

Gord Valente

West Vancouver, B.C.

Gord Valente, the proprietor of West Vancouver's Auto Depot Ltd., is President of the Automotive Retailers Association (ARA) and Chair of the ARA Licensed Motor Dealer Division. A Montreal native who grew up in Saint John, N.B., he completed his formal education at Vancouver College and the British Columbia Institute of Technology. He spent 20 years in the new car business working with prestigious industry names such as Wolfe and Carter, including several years as dealer principal of Carter Dodge Chrysler in New Westminster, at one time the third highest volume Dodge Chrysler dealer in Canada. Gord was owner - operator of Westminster Chev-Geo-Olds. Ltd. from 1992 until 1997, when the dealership was sold back to General Motors. Auto Depot Ltd. was founded in New Westminster in 1997 specializing in the sale and lease of preowned import vehicles. In 2004, the dealership relocated to West Vancouver. During his many years in the Royal City, Gord Valente became active in numerous community pursuits, including directorships of the Westminster Club, the New Westminster Salmonbellies Senior Lacrosse Club and the St. John Ambulance Society.

MANAGEMENT

Ian Christman

Registrar & Privacy Officer

Ian Christman was the Deputy Registrar with the Authority for four years before becoming Registrar on March 1, 2012. Before arriving at the Authority, Ian was with the law firm of Macaulay McColl in Vancouver, practicing in the areas of administrative and regulatory law, commercial litigation including class actions, constitutional law, product liability, employment law and legal research. Ian's legal services while there included providing the Authority with advice since its inception in 2004. Ian also brings his prior work experience at Canadian Tire in automotive parts, management in the service departments and auto parts selection for various Metro Vancouver stores, to his role as Registrar.

Ellen Laoha

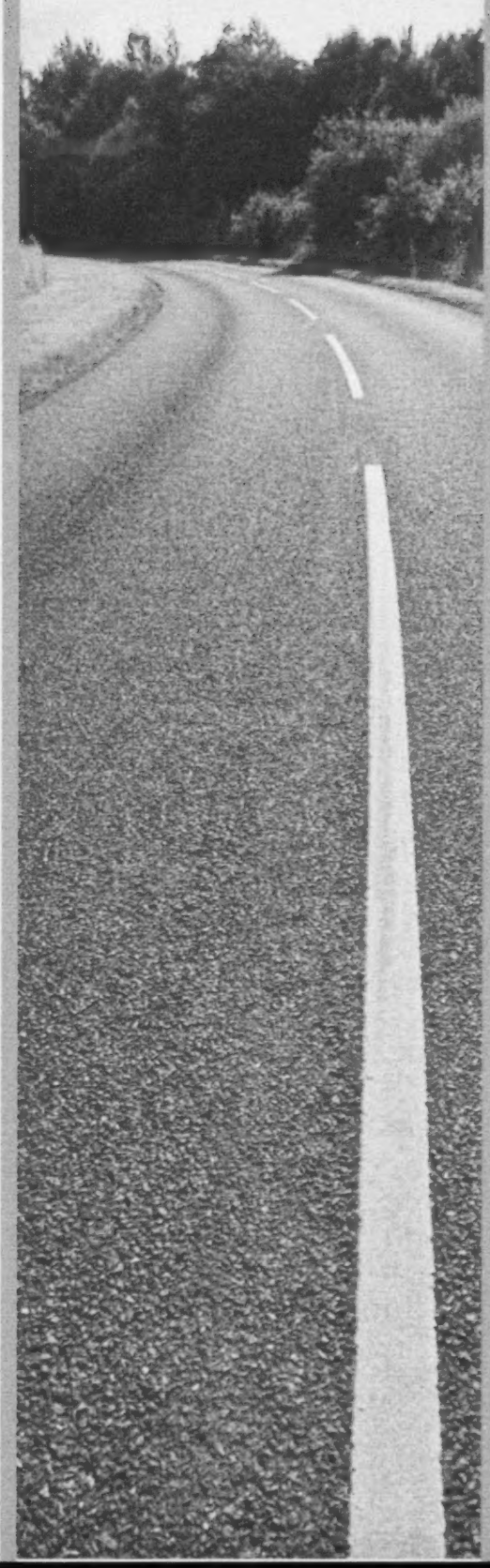
Director of Finance and Operations

Ellen has been a Certified General Accountant since 1995 and has more than 20 years senior level management experience in both the private and non-profit sectors. She was trained as a lawyer in her native Thailand and is a part-time language instructor. She is currently Treasurer for both the Society of Translators of British Columbia and of Canada. She also sat on the CGA-BC Chapter board for many years. Ellen joined the VSA in March 2012.

Doug Longhurst

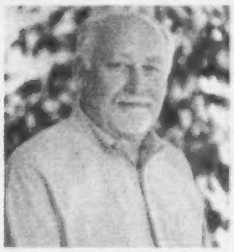
Director of Learning and Communications

Joining the VSA in October 2006, Doug Longhurst began as Manager of Research and Special Projects. A principal assignment has been the development of the Learning Division and its programs. Consumer Services and Communications are now also under his management. In addition to an MBA, he has 30 years of planning and management experience in university, non-profit housing, family business and public service environments.



Daryl Dunn

Manager of Compliance and Investigations



Daryl Dunn has had an extensive career with the RCMP and during those years, was involved in several complex investigations in the Lower Mainland. As part of the ICBC Special Investigation Unit, he was involved with the investigation of fraud, theft and other criminal and civil matters involving heavy equipment. He spent several years in the private sector as a partner in an investigations company operating throughout Western Canada, and regularly lectures to Law Enforcement and Insurance agencies in the United States and Canada on vehicle identification.

Anna Gershkovich

Manager of Consumer Services

A native of St. Petersburg, Russia, with a Masters Degree in Linguistics, Anna Gershkovich worked as a translator/ interpreter in both St. Petersburg and Richmond, Virginia. After relocating to Canada, she acquired certification as a paralegal and additional academic credentials from the Sauder School of Business at UBC. She joined the VSA in 2007 as the Administrator of the Motor Dealer Customer Compensation Fund, and subsequently its Claims Manager. She was promoted to her current position in March 2009.

Hong Wong

Manager of Licensing

Following extensive professional experience as a food and beverage manager, administrator and motor vehicle sales representative, Hong Wong joined the VSA team in August 2006 as the Senior Licensing Officer and immediately made his mark helping to eliminate extensive backlogs in the processing of licences and information requests, and implementing new standards of service efficiency. He was promoted to his current position in the latter part of 2007.

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